

On the "Q" Quality Star Program Update

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"Foresight" can also be 20/20!

I am sure you have heard someone say that "hindsight is 20/20." The meaning behind the statement is that once an opportunity to perform a task has passed, and you are looking behind you at the results of your response to the opportunity, you can see very clearly



what could have been done to create a better outcome. Looking at the beginning from the end, all sorts of ideas pop into our head, nagging us with "if I had done it this way" or "if I had done it that way..." It is then that it becomes apparent what steps we could have taken for a better ending.

It stands to reason that performing Quality work is just the opposite...using foresight instead of hindsight. It is seeing from the start what needs to be done in order to complete your work at an exceptional level. By viewing the end from the



Another "Quality" job by Operations on a curb and gutter project.

beginning, we have the opportunity to establish the desired goal for completion of our task, and set the level of achievement we want to reach. With that, it becomes a simple matter of monitoring our progress toward that

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A CLOSER LOOK: Quality in Engineering Services

Want to determine the level of quality you are delivering? One great way to find out is to ask those in the position of receiving your services. In its own move toward identifying and improving quality work, the Engineering Division, led by Adam Fischer will take a closer look at their Request for Services program by preparing a customer satisfaction survey. A representative sample of business owners, contractors, builders and other professionals will receive requests to rate their experiences with the division. The Request for Services survey will cover various aspects of the service, from telephone courtesy to level of knowledge to follow up. The resulting data will be used to identify areas for improvement in the Quality process. Although feedback is always encouraged about City services, and is requested when the public contacts the City through the Contact Center, this endeavor will allow GDOT Engineering to focus on their specific services offered to the community. The target date for the survey distribution is November, and the results will help create more effective service provision. For more information about the engineering quality survey project, call 412-6309 or e-mail gdotquality@greensboro-nc.gov. Watch for other divisional quality projects in upcoming editions of "On the Q!"



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mark, making adjustments as necessary to arrive where we want to be. How many endeavors have we embarked upon with simply the goal to "get it done?" In an environment where we have so many needs tugging from every direction, it is very easy to resign ourselves to doing the minimum. But to go beyond that requires a higher level of commitment that yes, involves more time and energy, but transforms the mediocre task into one of excellence. Remember that some people dream of success in what they do...others wake up and work hard for it.

So today, and every day as you sit at that keyboard, or pick up the pen or shovel...as you plan that road or paint the stripes on it...strive to turn your hindsight into foresight. Don't resign yourself to looking behind with would of...could of...should of. Look ahead for the goal, plan your trip, and stay on the path to Quality. It may be the road less traveled, but it is a mighty enjoyable road, indeed.

Look for opportunities to increase the level of quality around you as we communicate the personal and team benefits of making quality key in all that we do. If you have any comments or suggestions for the quality effort, please share your thoughts with your team leaders or e-mail them to GDOTQuality@greensboro-nc.gov.



Director's Quality Challenge

Can you identify the quality "issues" in the above photo? That is the charge given to Dale Wyrick, Adam Fischer and Tyler Meyer in the first Director's Quality Challenge. The team has been asked to identify the issues and develop options to resolve the issue and enhance the level of quality represented in the snapshot. Once these options are developed, the team will meet with Jim Westmoreland to review options and develop resource needs and implementation schedule. Can they do it? Stay tuned for the results of the first Director's Quality Challenge!

Q-Trivia!



Speaking of foresight and not hindsight...

In a popular 70's era movie, one of the actors exclaimed "What is behind you is not important!" as he grabbed the rear view mirror and tossed it from the car. Can you name that movie? A winner drawn from all the correct entries will receive a gift card from Barnes and Noble Booksellers. E-mail your response to GDOTQuality@greensboro-nc.gov or call 412-6309 with your answer **by Monday, Sept. 26**. One entry per employee please!